

## **COMPREHENSIVE COUNSELING SERVICE**

### **CLIENT'S RIGHTS POLICY**

#### **POLICY #401**

**(Revised 4/05)**

**It is the policy and practice of Comprehensive Counseling Service that all clients be granted all rights specified in Section B.**

#### **CLIENT'S RIGHTS:**

- 1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy.**
- 2. The right to service in a humane setting which is the least restrictive, feasible environment as defined in the therapist's plan.**
- 3. The right to be informed of one's own condition, of proposed or current services, treatment or therapies and of alternatives.**
- 4. The right to consent to or refuse a service, treatment or therapy upon full explanation or the expected consequences of such consent or refusal.**
- 5. The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs and that specifies the provision of appropriate adequate services, as available, either directly or by referral.**
- 6. The right to active and informed participation in the establishment, periodic review and reassessment of the service plan.**
- 7. The right to freedom from unnecessary restraint or seclusion.**
- 8. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments or therapies, or regardless of relapse from earlier treatment that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other service. This necessity shall be explained to the client and written in the client's current service plan.**
- 9. The right to be informed of and refuse any unusual or hazardous treatment procedures.**
- 10. The right of freedom from excessive medication.**
- 11. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, television, movies or photographs.**
- 12. The right to have the opportunity to consult with independent treatment specialists of legal counsel, at one's own expense..**
- 13. The right to confidentiality of communications of all of all release of information as specifically authorized by the client or parent or legal guardian of the person of the adult client in accordance with rule 51222;2-3-11 of the Administrative Code.**
- 14. The right to have access to their agency record pertaining to oneself only, unless access to particular, identified items of information is specifically restricted for that individual client for clear treatment reasons. Clear treatment reasons shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the summary of information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. Any person authorized by the client also has restricted access to summary of the information. Clients shall be informed in writing of the agency policy and procedures for viewing or obtaining copies of summaries of personal records.**
- 15. The right to be informed in advance of the reason(s) for discontinuance of service provision and to be**

involved in planning for the consequences of that event.

16. The right to receive an explanation of the reasons for denial of service.

17. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, life-style, physical or mental handicap or development disability.

18. The right to know the cost of services.

19. The right to be fully informed of all rights..

20. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service.

21. The right to file a grievance.

22. The right to have oral and written instructions for filing a grievance.

## COMPREHENSIVE COUNSELING SERVICE

### GRIEVANCE PROCEDURE

The following administrative procedure is based on the principle that clients must have a way to file a grievance within the agency structure. This procedure is available to all clients. However, if they choose, they can grieve directly to any of the officers listed under "outside Entities" without going through the following procedure.

The Client's Rights Policy will be given to every mental health client at the time of intake with a form for them to sign indicating they have received it. Clients receiving community service (Information and Referral, consultation, education, prevention, and training) will be given a copy upon request. When a client is seen in an emergency or crisis situation, the client will be verbally informed of pertinent rights and a written copy and a full explanation delayed until the next scheduled appointment.

The grievor/client may contact the Client's Rights Officer, Deanna Proctor, at Comprehensive Counseling Service, 1659 S. Breiel Blvd., Middletown, OH 45044, (513) 424-0921. Available hours; Monday -Friday 9:00A.M. to 4:00P.M. The alternate to the C.R.O. is the Executive Director.

#### STEP I

A grievance of any procedure or policy nature is to be brought to the attention of the C.R.O. (Or if it is in relation to the C.R.O., the Executive Director), in writing, including the date, time, a description of the incident/situation and the names of the individuals involved, and signed and dated by the client. Assistance in preparing the grievance will be provided by the C.R.O. The C.R.O. will meet with the client. She/He will investigate on behalf of the grievor if necessary. The C.R.O. has five (5) work days in which to respond, in writing, to the grievor/client. If the situation is resolved, a written statement of results will be given to the grievor/client within two (2) work days and also filed in the appropriate place in the agency.

#### STEP II

If the situation or concern is not resolved, the grievance will be given to the Executive Director by the end of the five (5) work days by the grievor/client and one person chosen by the grievor/client to represent him/her, will meet with the Executive Director to discuss the written grievance within five (5) work days after the written grievance has been submitted to the Executive Director. If the situation is resolved, a written statement of results will be given to the grievor/client within two (2) work days.

#### STEP III

If the grievance is not resolved, a statement so stating will be given to the grievor/client within two (2) work days and the grievor/client may direct the grievance to any of the following outside agencies.

At the agency level, it is expected that any grievance resolution will not exceed twenty-one (21) working days from the date the grievance was filed with them.

STAFF TRAINING: Comprehensive Counseling Service assures that all staff and Board Members, through a

letter from the C.R.O., understand their responsibility to immediately advise any client/griever about the name and availability of the C.R.O. and the complainant's right to file a grievance. Group training will be provided yearly at a regular staff meeting.

The C.R.O. will provide, upon request, all relevant information about the grievance to one or more organizations to which the griever/client has initiated a complaint.

The grievance procedure and the name of the C.R.O. will be posted in a conspicuous location. Included is the name, title, address, phone number and hours of availability of the C.R.O.

The C.R.O. has the full authority to take whatever steps are necessary to assure agency compliance with the Client's Rights Policy and the Grievance Procedure.

#### **OUTSIDE ENTITIES TO WHICH COMPLAINTS MAY BE DIRECTED**

**Ohio Legal Rights Service**

**8E. Long St. 5<sup>th</sup> Floor**

**(614) 446-9956**

**10800-282-1888, Butler County Mental Health Board**

**5963 Boymel Drive**

**Fairfield, OH 45014**

**(513) 860-9240, Recovery Services of Warren**

**& Clinton Counties**

**212 Cook Road**

**Lebanon, OH 45036**

**Ohio Department of Mental Health**

**30 E. Broad St., Ste. 1180**

**Columbus, OH 43266-1414**

**(614) 466-2596, Attorney General's Office**

**Medicaid Fraud Control**

**Room 406**

**Columbus, OH 43266-0328**

**(614) 466-0722, ODADAS**

**Ohio Department of Alcohol**

**& Drug Addiction Services**

**2 Nationwide Plaza**

**12<sup>th</sup> Floor**

**280 N. High Street**

**Columbus, OH 43215**

**(614) 466-3445**

**State of Ohio Counselor  
& Social Work Board**

**777 S. High Street**

**Columbus, OH 43266-0340**

**(614) 466-0912 Office of Civil Rights**

**U.S. Dept. Health & Human Serv**

**233 N. Michigan Ave. Suite 240**

**Chicago, IL 60601**

**(312) 886-1807**

**Ohio Board of Nursing**

**77 S. High Street, Suite 1202**

**Columbus, OH 43266**

**State of Ohio Board of Psychology**

**77 S. High Street**

**Columbus, OH 43266**

**(614) 466-8808**

**State of Ohio, Medical Board**

**77 S. High Street**

**Columbus, OH 43266**

**(614) 466-3934**

**Ohio Client Assistance Program**

**30 E. Broad Street, Suite 1202**

**Columbus, OH 43215**

**(614) 466-9956**